



## QUALITY POLICY STATEMENT

Greenacres is committed to the provision of quality products and services in our efforts to fulfil our purpose and enrich the lives of people with disability. This commitment is evidenced through our values, organisational structure, policies, procedures, strategic objectives and culture of innovation.

The aim of our focus on quality is to ensure that we consistently provide products and services that meet customer, participant and regulatory requirements and to embrace a culture of continuous improvement. This supports us to be a sustainable, quality focused and values driven organisation, that is responsive to the needs and goals of our participants, customers and employees.

Our Quality Objectives include:

- compliance with legislation, regulations, and standards relevant to Greenacres, in particular, the NDIS Practice Standards (Quality Indicators), and within our Enterprises AS/NZS5377 relating to the collection, storage, transport and treatment of end-of-life electrical and electronic equipment and ISO9001:2016 Quality Management Systems,
- developing and implementing an ongoing internal review schedule, which incorporates making effective use of standards and related compliance activities to inform good practice and improvements in products and services,
- providing best possible outcomes for our participants and commercial customers by driving improvements in our services and products including regular reviews, feedback and evaluation practices,
- ensuring our people are engaged and empowered to identify issues and opportunities for improvements and innovation,
- providing management with adequate information to enable effective decision-making, and
- providing our people with suitable resources to perform their tasks in a safe and efficient manner.

Certification to AS/NZS ISO 9001:2015 Quality Management System specific to our Enterprises further aids this section of our organisation in having a competitive advantage and enabling opportunities to participate in tenders and enhance Enterprise business performance.

Chris Christodoulou  
**Chief Executive Officer**